

Elm City COMPASS: Compassionate Allies Serving our Streets

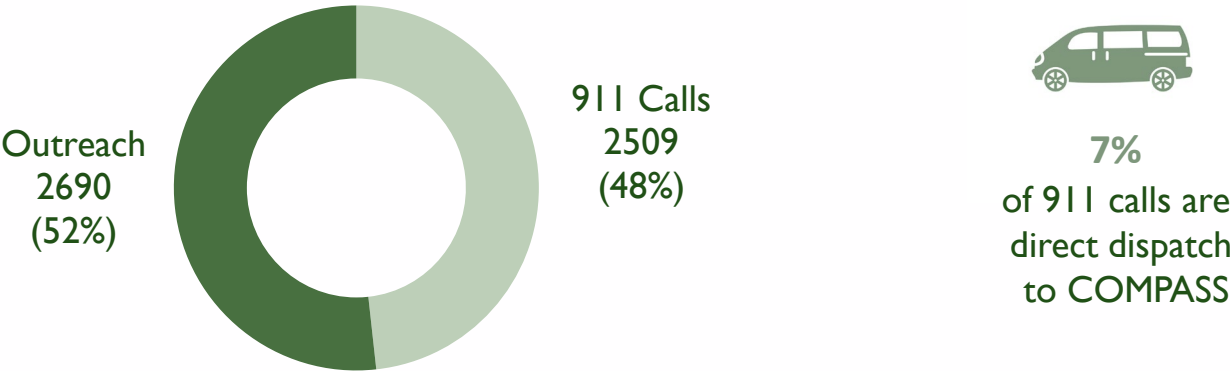
Community Responder Team Services

Sept 2026

Elm City COMPASS provides mobile crisis services to individuals in New Haven who need assistance due to mental health or substance use challenges or who may need resources or supports due to housing or other service needs. Services are provided seven days per week by a team staffed by a social worker and a peer with lived experience. The community responder team launched with one team on 11-1-22 from 10 am – 6 pm; on 7-1-23 a second team was added, with teams operating from 8 am – 4 pm and 4 pm to 12 am; a third team was added 8-26-24 and operates 7 pm – 3 am. Teams respond to calls dispatched through 911 by the City of New Haven Public Safety Answering Point (PSAP) at the request of the New Haven Police Department (NHPD) or the New Haven Fire Department (NHFD). COMPASS also responds to crises through direct dispatch by PSAP when there is no medical emergency or public safety risk. In addition, the community responder team conducts outreach to individuals in need, including targeted outreach to community partner sites and services that can request the team directly to prevent 911 emergency calls.

Crisis Team Responses*

(N=5,199)



*All 911 calls are dispatched by the Public Safety Answering Point (PSAP)

Crisis Team Response Details

Sept 2026 (n=132)		Overall (n=5199)	
48% (63)	911 NHPD/NHFD Calls	45% (2336)	911 NHPD/NHFD Calls
2% from NHFD 98% from NHPD		12% from NHFD 88% from NHPD	
3% (4)	911 Direct Dispatch	3% (173)	911 Direct Dispatch
49% (65)	Outreach	52% (2690)	Outreach



Time Spent on Crisis Team Responses

Sept 2026

Overall

Average time to response:

**for PSAP dispatch only*

12 minutes*
(90% in 11 minutes)

14 minutes*
(90% in 11 minutes)

Average time on scene:

23 minutes
(90% for 20 minutes)

37 minutes
(90% for 28 minutes)

Average PD time on scene:

15 minutes
(676 direct min. saved)

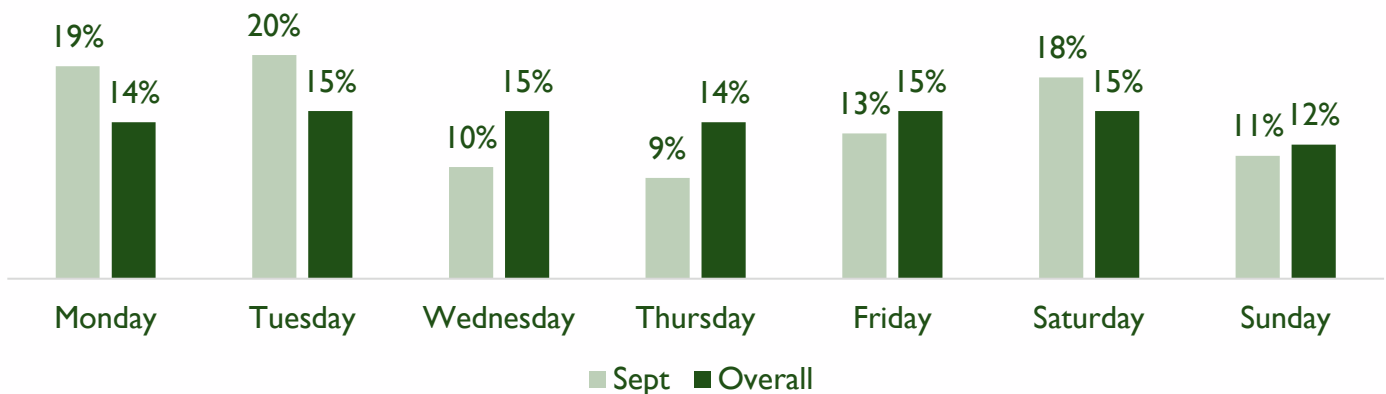
17 minutes
(49,029 direct min. saved)

Average FD time on scene:

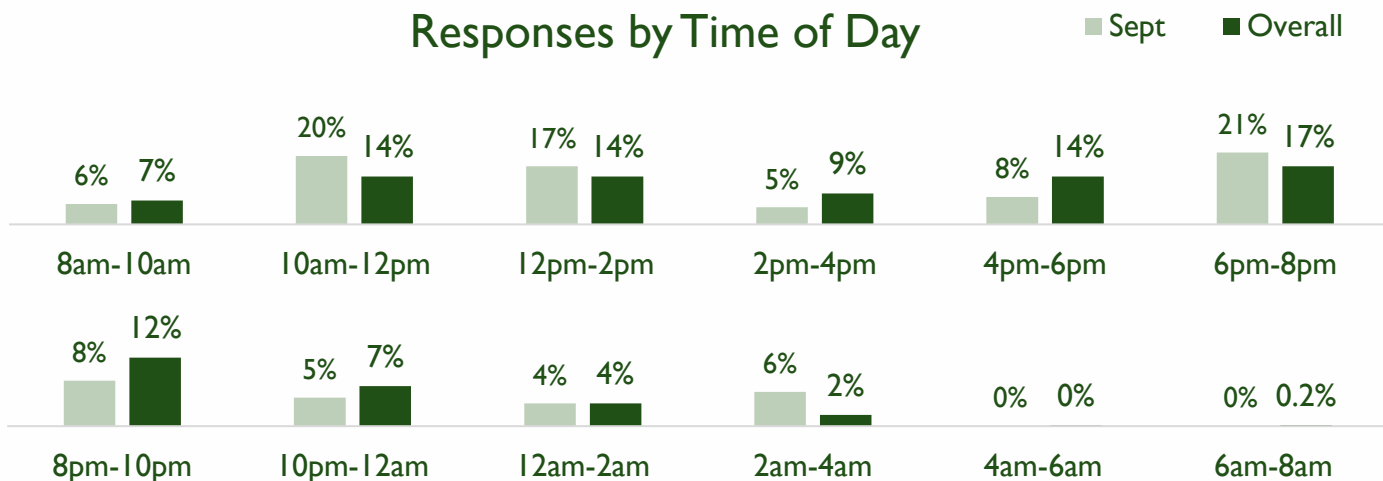
0 minutes
(65 direct min. saved)

12 minutes
(8,621 direct min. saved)

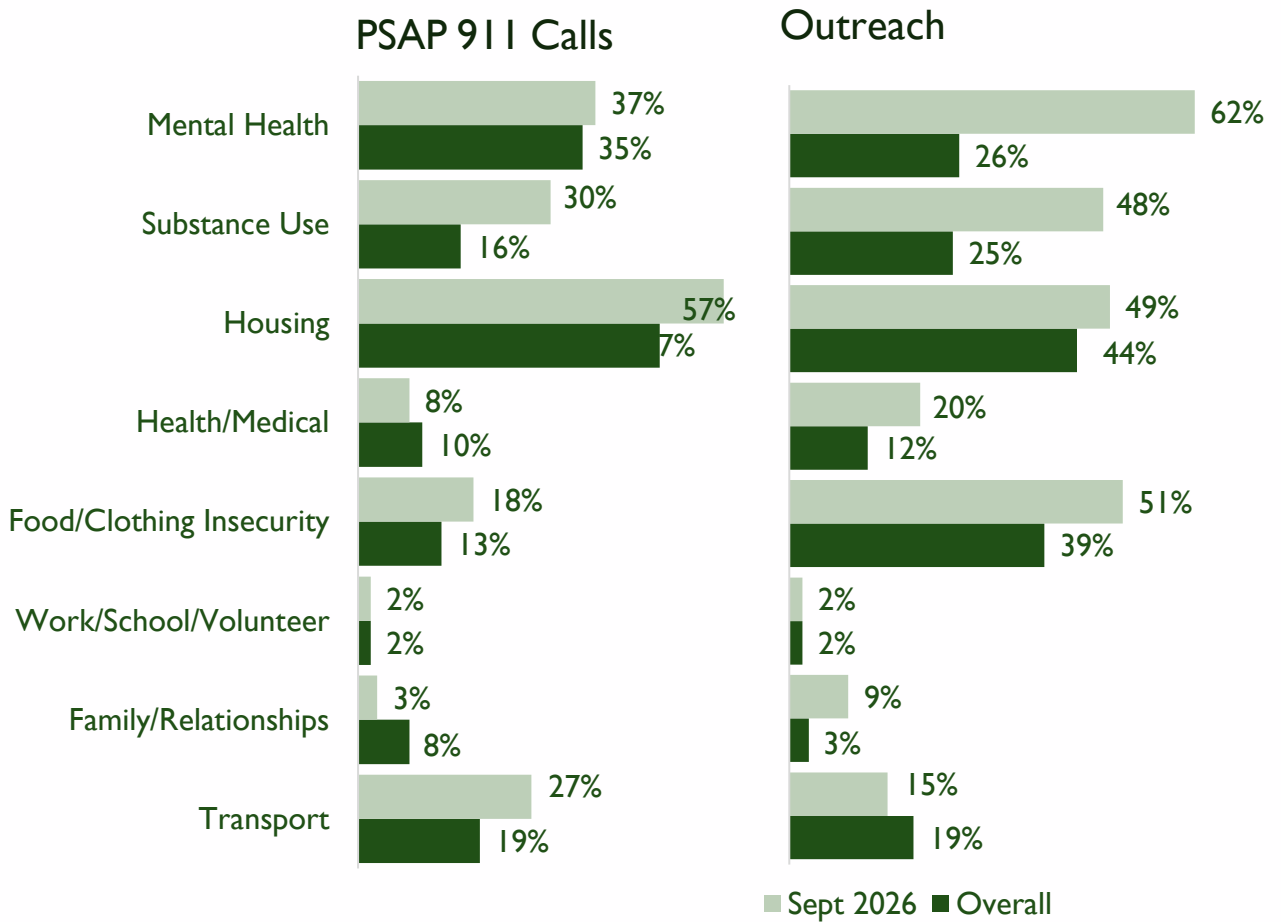
Responses by Day of the Week



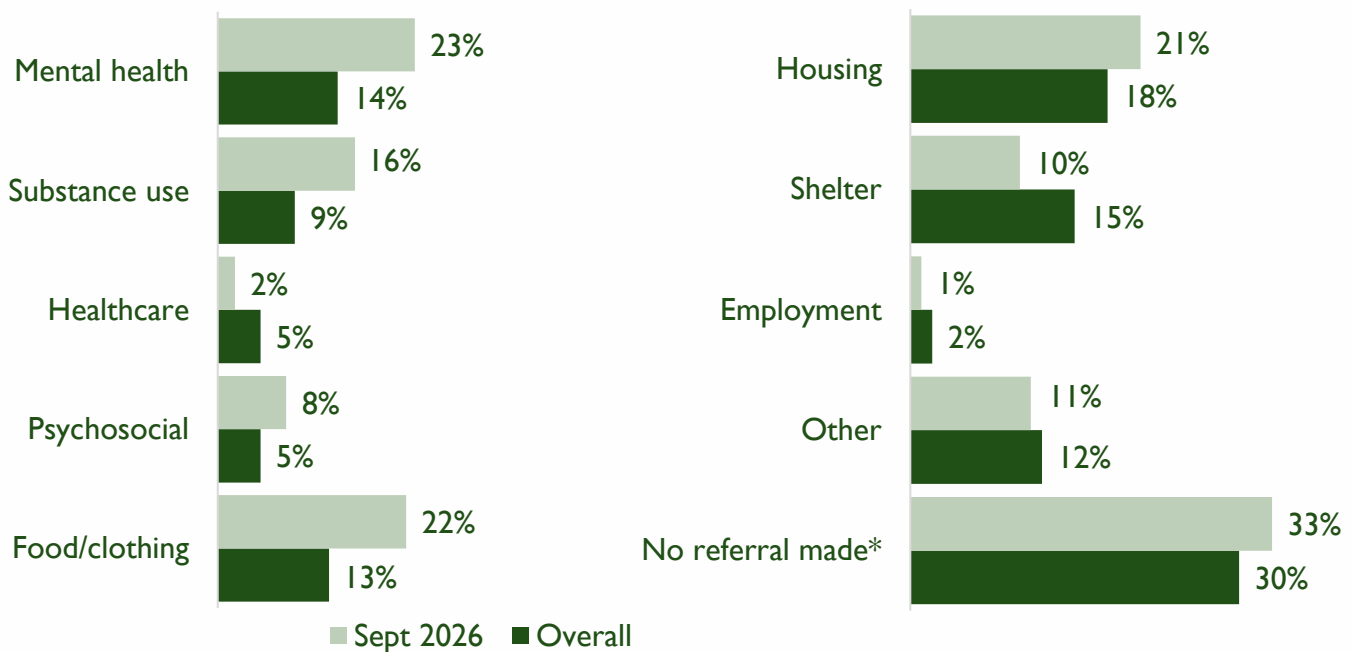
Responses by Time of Day



Focus of Engagement



Crisis Response Referrals



Demographic Information of Individuals Served

				Sept 2026	Overall
Sex/Gender	Female			48%	41%
	Male			52%	59%
	Non-Binary*			--	--
	Transgender*			--	0.3%
Ethnicity	Hispanic			23%	17%
	Middle Eastern/North African			--	2%
Race	Amer Indian/Alaskan Native			--	0.2%
	Asian Amer/Native Hawaiian/Pacific Islander			2%	1%
	Black/African American			31%	38%
	White			49%	43%
	Multi-racial			15%	13%
	Other			5%	6%
Age	18-29 years			7%	13%
	30-39 years			18%	23%
	40-49 years			36%	23%
	50-59 years			19%	21%
	60-69 years			17%	15%
	70+ years			3%	5%
Primary Language	English			98%	96%
	Spanish			2%	4%
	Other			--	0.5%
Disability	Ambulatory			5%	6%
	Hearing			--	0.1%
	Vision			1%	1%
Housing Status	Unhoused			76%	64%
Child On Scene	Responses made with a child on scene			3%	4%
Transport	COMPASS transport to/from scene	<u>Sept</u>	<u>Overall</u>	46%	37%
	Emergency Housing Program Shelter	--	1%		
	Other Shelters & Warming/Cooling Centers	8%	34%		
	Healthcare services and sites	8%	9%		
	REST Center	78%	50%		
	Other locations	6%	6%		
Repeat Users	Individuals with >1 COMPASS response				17%

*Non-Binary & Transgender data collected 11/22-2/25 prior to issuance of federal Executive Order 14168 that prohibits their collection.

Neighborhoods of Individuals Served

Neighborhood	Sept 26	Overall
Amity	6%	5%
Beaver Hills	--	1%
Dixwell	4%	4%
Downtown	16%	15%
Dwight	5%	3%
East Rock Cedar Hill	1%	2%
East Shore	--	1%
Edgewood	2%	4%
Fair Haven	7%	8%
Fair Haven Heights	2%	2%
Long Wharf	5%	7%
Mill River	--	3%
Newhallville	--	2%
Prospect Hill Historic District	--	0.4%
Quinnipiac Meadows	8%	7%
The Annex	2%	1%
The Hill	32%	26%
West River	10%	6%
West Rock	--	1%
Westville	1%	1%
Wooster Square	1%	1%

